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Via ECFS
Marlene H. Dortch, Secretary
Federal Communications Commission
445 12th Street, S.W.
Washington, D.C. 20554

**Re: In the Matter of USTelecom for Forbearance Pursuant to
47 U.S.C. Section 160(c); WC Docket No. 18-141; Category 1**

Dear FCC,

Dear FCC,

I'm a happy customer of Sonic for phone and DSL service. My family has had appalling experiences with both AT&T and Comcast, the two incumbent "competitors" in our area. I would never do business with them again, despite the fact that they offer faster Internet. Speed is not the only criterion. Customer support is more important for a critical utility service like phone and Internet, and the distinguishing feature of AT&T and Comcast's customer support is contempt for the customer.

Competitive provision on copper is essential. Being forced to choose between AT&T and Comcast is unacceptable.

David Rosenthal